



**MUKA TANGATA**  
People, Food and Fibre  
Workforce Development Council



# National External Quality Assurance and Moderation Plan 2024

## Whakatauki

Mā te muka, mā ngā ringaringa, ka kaha ai te taura here tāngata

Unison and collaboration are the foundation of strength

## Whāinga - Aim

The aim of this plan is to give education providers (Te Pūkenga, PTEs and secondary schools) information and relevant details about the Muka Tangata National External Quality Assurance and Moderation Plan for 2024.

## Muka Tangata – Advice, Action and Assurance

We provide leadership on innovative approaches to quality assurance for the food and fibre sector so our partners have confidence in the quality of programmes and learning delivered and assessed by providers in our sector.

The Quality Assurance and Enhancement team practice and endorse the following values as a helpful approach to ensuring long-lasting relationships with industry and providers when carrying out quality assurance activities:

- Whanaungatanga – an emphasis on building relationships first
- Whakapono – having a reciprocal high trust model
- Whakapakari – a ‘side by side’ approach to improving and upskilling best practice
- Whakanui – acknowledging and celebrating stories of success and best practice

## Hoaketanga - Purpose

The purpose of the quality assurance and moderation function is to ensure learners have met the required industry standard when they are awarded a Workforce Development Council (WDC) developed skill standard, qualification or credential. Muka Tangata external moderation activities confirm and support that:

- Assessment materials developed by providers are fit-for-purpose
- Assessment decisions are fair, valid and consistent with the national standard, irrespective of the mode and place of learning
- Provider developed programmes leading to qualifications meet industry and partner needs

Moderation activities follow NZQA rules and principles which can be found in **Appendix A**. For more information, please see NZQA’s National external moderation principles web page [here](#).

Effective national external moderation systems and processes enable and support good practice in assessment, teaching and learning. Moderation is not an audit activity. However, we are proactive in managing any poor assessment practices that undermine the validity of learner credentials.

National external quality assurance and moderation systems are designed to provide assurance to all interested parties that learners awarded a skill standard can do what the standard requires.

WDCs have collectively developed a shared vision for quality assurance activities in **Appendix B**.

## Noho haepapa - Responsibilities

Quality assurance and moderation is a shared responsibility between the provider, WDC and NZQA.

The table below describes who is involved in quality assurance and moderation, and their role.

Key organisation	Role
Provider	<ul style="list-style-type: none"> <li>• Deliver and assess to the standard</li> <li>• Develop and implement an internal quality assurance and moderation system</li> </ul>
WDC	Develop and maintain a national external quality assurance and moderation system
NZQA	Monitor the WDC external quality assurance and moderation system

## Pre-assessment moderation

### Overview

Pre-assessment moderation involves WDCs moderating assessment material submitted by the provider prior to any assessment occurring. The purpose of pre-assessment moderation is to ensure that assessment tasks give learners the opportunity to meet the standard and give assessors the guidance they need to make accurate judgements about learner performance. This provides an opportunity to identify any potential issues with assessments early before actual assessments take place. Timely identification is important to ensure that graduates achieve set outcomes and assure industry confidence.

### Approved assessment materials

Accredited organisations are encouraged to use approved assessment material to eliminate the need for pre-assessment moderation of assessment material and to facilitate consistency of assessment with the national standard.

Further information and material submission details can be found at [National external moderation - Muka Tangata](#)

## Post-assessment moderation - general

### Selection

Muka Tangata uses a risk-based approach to determine our moderation focus - the frequency a provider is moderated, and standards or programmes called for moderation. We carry out moderation activities to provide the most benefit to providers, learners and employers. This approach is shared between WDCs, to ensure a consistent experience.

A Muka Tangata Moderation Calendar is developed annually and made available to registered providers. The calendar details the sub-sector or industry focus for moderation per quarter.

For 2024, WDCs will use the following classifications for external moderation of providers:

1. Low focus
2. Medium focus
3. High focus

### Factors that determine risk and focus areas

Muka Tangata will take into account factors when determining focus areas for providers and standards for 2024.

The table below describes moderation considerations.

	Provider	Standards/programme
<b>Factors in scope for 2024</b>	<ul style="list-style-type: none"> <li>• Historical provider information (on action plans or continuous non-compliance)</li> <li>• EER (for non-school providers)</li> <li>• Industry feedback and focus on provider</li> <li>• Provider is new</li> <li>• High number of standards reported by provider</li> <li>• ERO reports (for school providers)</li> <li>• Provider's assessments are not enabling the needs of priority learners to be met</li> </ul>	<ul style="list-style-type: none"> <li>• Standards within a particular programme</li> <li>• Health and safety risk presented by standard</li> <li>• Legislative requirements and risk presented by the standard</li> <li>• Industry feedback and focus on standard or sector</li> <li>• New standards</li> <li>• High and low usage standards</li> <li>• Active WDC endorsed programmes</li> <li>• Learner achievement for standard, programme or qualification</li> </ul>

## Designated moderation focus areas for 2024

The following industries and areas have been designated as a focus for 2024:

- Seafood
- Agricultural vehicles
- Agrichemicals and Fencing
- Apiculture
- Arboriculture

## Post-assessment moderation – desktop

Post-assessment moderation involves WDCs moderating assessor judgements to ensure they are fair, valid and consistent with the standard. This option is where desk-based assessment materials and assessed learner work is called for by Muka Tangata and submitted by the provider for moderation.

### Process

Post-assessment moderation of selected registered providers will follow a systematic approach conducted on a three-month cycle covering the moderation year. Based on the Moderation Calendar and provider activity, selected providers will be asked for assessment samples at the beginning of each quarter.

Assessment samples will be moderated by a Moderation Specialist, a contracted sector moderator, or may be moderated as part of a sector specific moderation panel event where moderators moderate samples from multiple providers.

### Sample selection

Depending on the provider activity, sample selection will usually range from one to six standards (3-18 samples)

### Evidence and documentation required:

For each standard requested or considered, the provider is to supply:

- An Assessment schedule/marketing guide. (It must be the correct version and match the assessment tool). This may include model answers, judgement statements and the verifier/assessor guide. Please note only one assessment schedule is required for each set of samples.
- The assessment tool or integrated assessment tool (if applicable)
- An internal moderation report (if applicable)
- Learner samples (as requested)
- Additional evidence that may have contributed to the assessment decision.

Note: we want to encourage providers to send in te reo Māori samples for moderation where possible.

## Post-assessment moderation – on-site moderation

On-site moderation involves a Quality Assurance and Moderation Specialist and/or a contracted moderator from Muka Tangata visiting a provider. This can supplement or be in place of desktop moderation. On-site moderation visits can take place face-to-face, or

virtually. The intent of the visit will be clearly outlined prior to the visit date, and we will be guided by the provider around how best to meet the intent. Dates and location/s will be negotiated with the provider.

Typical activities include:

- Discussing programme endorsement considerations and programme performance
- Confirming currency of meeting the relevant Muka Tangata CMR
- Talking with staff and ākonga
- Observing delivery and assessment
- Viewing facilities; and
- Answering questions

Muka Tangata aims to build strong relationships with providers outside of moderation activities that support mutual aims. Providers are encouraged to connect with the Quality Assurance and Enhancement team at Muka Tangata and may request a site or virtual visit at any time.

## Provider results and opportunities for improvement

At the conclusion of the moderation event and prior to the provider receiving a detailed moderation report, a member of the Quality Assurance and Enhancement team will meet with the provider to talk through the results. Subsequently, a report will be sent detailing how well the provider has met moderation requirements, and where appropriate, remedial action/s for the provider to address.

## Remedial activities for continuously not meeting the national standard

Continued evidence of not meeting the standard will be addressed by Muka Tangata and communicated to the provider. Further actions will be one or more of; a meeting or series of meetings, an action plan developed by the provider, and reporting to NZQA.

## Professional development seminars for providers

Muka Tangata will provide ongoing professional development seminars that support provider and learner success in the food and fibre sector.

## Monthly online drop-in sessions for schools

Muka Tangata will be trialing monthly online drop-in sessions for schools in 2024 to support both teachers and quality assurance staff.

## Appeals

Should a provider wish to appeal a moderation decision they are encouraged to contact the GM Quality Assurance and Enhancement in the first instance to talk through the circumstances – please send an email to [moderation@mukatangata.nz](mailto:moderation@mukatangata.nz) for the Attention of GM Quality Assurance and Enhancement. Providers may submit a Moderation Appeal within 15 working days of receiving the moderation report. The Appeal form and further details can

be found at [National external moderation - Muka Tangata](#)

## Moderation meetings

Under the direction of the GM Quality Assurance and Enhancement, the Quality Assurance and Enhancement team together with contracted moderators meet regularly through the year. The meetings provide opportunities for professional development that support moderators making consistent judgements.

## Continuous improvement and feedback

Muka Tangata welcomes and encourages feedback on the National External Quality Assurance and Moderation Plan 2024 and its implementation.

To support continuous improvement, Muka Tangata will be engaging with stakeholders during 2024 to review national external quality assurance and moderation activities.



Lester Hoare

General Manager Quality Assurance and Enhancement

Muka Tangata Workforce Development Council

## Appendix A









### Moderation principles

Objective	Description
<b>Ensure assessment practice is fair, valid and consistent</b>	<p>Ensure assessment practice is fair, valid and consistent:</p> <ul style="list-style-type: none"><li>• <b>Fair:</b> Assessment processes, activities, conditions and marking provide equal opportunity for all learners to achieve.</li><li>• <b>Valid:</b> Assessment has a clear purpose and measures what it aims to measure. Assessment activities and assessor decisions reflect the knowledge, skills, and application of knowledge or skills required to meet the learning outcome at the appropriate NZQF level.</li><li>• <b>Consistent:</b> Assessor judgements are reliable and accurate across all learners, regardless of who does the assessing or when the assessment occurs.</li></ul>
<b>Be appropriate to the nature of the learning outcomes and assessment evidence collected</b>	<ul style="list-style-type: none"><li>• Moderation is flexible and accommodates a variety of learning outcomes, assessment contexts and evidence gathering methods.</li><li>• Moderation appropriately enables and supports Mātauranga Māori based learning and assessment.</li></ul>
<b>Provide confidence that learners have achieved the specified standard</b>	<ul style="list-style-type: none"><li>• Moderation provides assurance to the standard-setting body, learners, employers, communities and other interested parties that learners have achieved the learning outcomes for which they have been credentialed.</li></ul>
<b>Provide confidence in the reliability and consistency of assessor judgements about learner performance</b>	<ul style="list-style-type: none"><li>• Assessment design and judgement guidance result in consistent measurement of learning, within and across education organisations and assessors.</li><li>• Moderation systems include sufficient sampling to enable a national perspective on the consistency of assessment of a standard or group of standards.</li><li>• The sampling methodology and moderation activities are workable, realistic and practical for assessors and moderators.</li></ul>
<b>Be cost effective</b>	<ul style="list-style-type: none"><li>• Moderation systems and processes are designed and implemented to ensure that costs to all system participants are reasonable in relation to the volume of moderation undertaken and the benefits and assurance provided.</li><li>• The intensity of moderation undertaken reflects the stakes associated with the standards being assessed and the assessing organisation's previous performance in national external moderation.</li></ul>
<b>Focus on improving assessment practice.</b>	<ul style="list-style-type: none"><li>• Moderation systems and processes enable and support good practice in assessment, teaching and learning.</li><li>• Moderation reports provide assessors and education organisations with clear, actionable and timely feedback.</li><li>• There is a clear process to enable assessors and education organisations to query moderation findings and/or challenge moderation decisions.</li><li>• National external moderation results are used to clarify standards interpretation and inform standards review.</li><li>• Moderation practice evolves to reflect innovations in assessment practice.</li><li>• Examples of good assessment practice are shared and promoted with assessors and assessing organisations.</li></ul>



## Appendix B

### Shared vision for WDC assurance activities

	<p><b>Partnership approach</b></p> <p>We are collaborative, approachable and work with providers with manaakitanga, trust and respect.</p>		<p><b>Setting providers up for success</b></p> <p>We focus on continuous improvement and support providers to be successful. We set providers up for success and support professional growth.</p>
	<p><b>Improve equity</b></p> <p>We focus on improving equity in vocational education through our moderation activities.</p>		<p><b>Flexible and adaptable</b></p> <p>We adapt and tailor our approaches for the provider and circumstances. We ask providers and industry what works for them and utilise different types of moderation.</p>
	<p><b>Risk based moderation</b></p> <p>We target our resources where they have the most impact to industry and learners. We build our analytics capability to make informed decisions on where to focus our efforts.</p>		<p><b>Integrated quality assurance</b></p> <p>We integrate quality assurance across all of our functions. We connect up the quality assurance system with qualification systems products.</p>
	<p><b>Respond early</b></p> <p>We focus on addressing any issues with providers early, to minimise the impact on learners and industry.</p>		<p><b>Common system</b></p> <p>We operate a common framework across all WDCs that provides flexibility for specific industry requirements.</p>